

# PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION for the Month of FEBRUARY 2016

## Ridership

	FFY16 FEB	FFY15 FEB	Δ	FFY16 YTD	FFY15 YTD	Δ
<b>Carolinian</b>	16,977	19,434	-13%	110,540	119,568	-8%
<b>Piedmont</b>	11,414	10,934	4%	66,251	70,499	-6%
<b>Total</b>	28,391	30,368	-7%	176,791	190,067	-7%

## Number of Trains

## Average Number of Passengers per Train

FFY16 FEB	FFY15 FEB	Service	FFY16 FEB	FFY15 FEB	Δ
58	56	Carolinian	293	347	-16%
112	108	Piedmont	102	101	1%

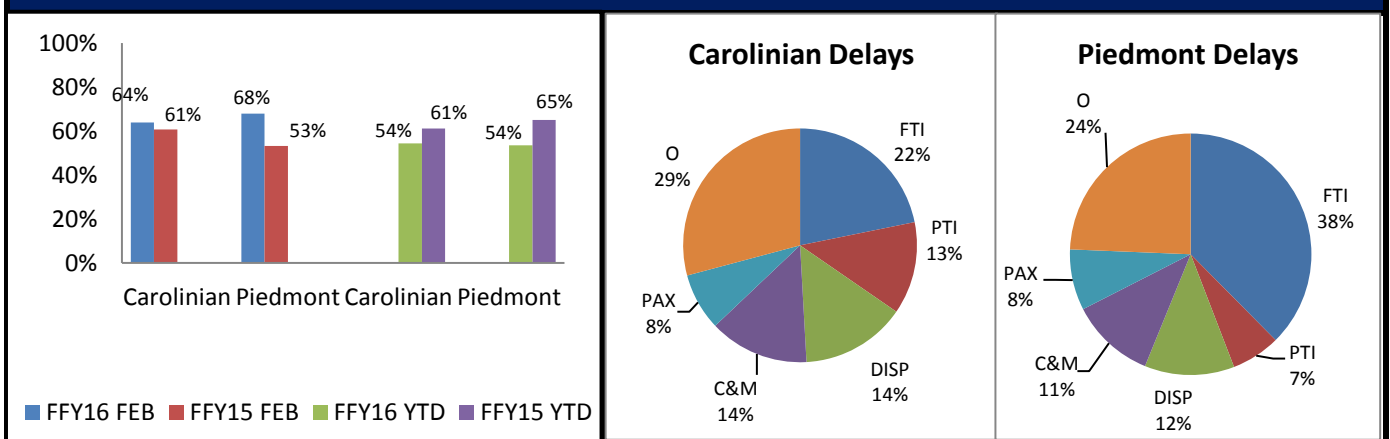
## Revenue

	FFY16 FEB	FFY15 FEB	Δ	FFY16 YTD	FFY15 YTD	Δ
<b>Carolinian</b>	\$987,667	\$1,186,842	-17%	\$6,840,975	\$7,504,482	-9%
<b>Piedmont</b>	\$246,515	\$228,747	8%	\$1,429,541	\$1,468,163	-3%
<b>Total</b>	\$1,234,182	\$1,415,589	-13%	\$8,270,516	\$8,972,645	-8%

<b>Amenities</b>	Mo. Surcharge	\$15,642	Mo. Expense	\$6,233	Mo. Surplus	\$9,409
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**February 2016 service modifications and annulments impacted four Piedmont trains and six Carolinian train.** On Feb. 8 and Feb. 29, Trains 74 and 75 were annulled for PIP project work. Feb. 16 - Feb. 18, Trains 79 and 80 operated between Raleigh and Charlotte only due to CSX trackwork on A Line. On Feb. 1, Train 76 sustained a 40-minute delay due to NS Train 337 breakdown between Charlotte and Kannapolis and on Feb. 2, Train 76 sustained 133 minutes of delay due to NS Train 352 breakdown between Greensboro and Burlington. Additional disruptions for PIP project work will continue to occur as necessary. Average gasoline prices were \$0.42/gallon lower in Feb. 2016 than in Feb. 2015 (EIA Weekly Retail Gasoline for Lower Atlantic region).

## On-time Performance



\*Carolinian and Piedmont delays were 6,514 and 3,137 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

## Overall Customer Satisfaction

	FFY16 JAN	FFY15 YEAR-END	Δ
<b>Carolinian</b>	73%	75%	-2%
<b>Piedmont</b>	89%	90%	-1%

\*The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line and is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2015 were 79% for the Carolinian and 90% for the Piedmont; and for FFY 2016 are 77% for the Carolinian and 91% for the Piedmont. Overall January eCSI for all Amtrak services was 85%.

## North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
1	Charlotte - Raleigh	Charlotte - Raleigh
2	Raleigh - Washington	Charlotte - Greensboro
3	Charlotte - Durham	Charlotte - Durham
4	Durham - Washington	Charlotte - Cary
5	New York - Raleigh	Greensboro - Raleigh
6	Charlotte - Washington	Durham - Greensboro
7	Greensboro - Washington	Cary - Greensboro
8	Cary - Washington	Charlotte - HighPoint
9	Charlotte - New York	Burlington - Charlotte
10	New York - Wilson	HighPoint - Raleigh

\*Of the ten city pairs with the highest ridership, from the previous FFY month Cary - Washington had the largest increase of 22% and Charlotte - New York the largest decrease of 51% for the Carolinian; Burlington - Charlotte had the largest increase of 27% and High Point - Raleigh the largest decrease of 24% for the Piedmont.

## Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY16 FEB	FFY15 FEB	Δ
Charlotte	10,952	11,070	-1%
Raleigh	7,682	7,770	-1%
Greensboro	7,065	7,184	-2%
Durham	4,967	5,584	-11%
Cary	3,670	3,508	5%
High Point	2,004	2,184	-8%
Wilson	1,716	2,053	-16%
Burlington	1,400	1,361	3%
Salisbury	1,311	1,407	-7%
Kannapolis	1,301	1,152	13%
Rocky Mount	1,005	1,250	-20%
Selma-Smithfield	375	461	-19%

\*The values represent passenger ons and offs at North Carolina stations for only state-supported routes and do not include those of other Amtrak services. The values should not be construed as total ridership.

## North Carolina Train Host Association

	FFY16 FEB	FFY16 YTD
Train Host Volunteer Hours	846	5,163

# Go. Reconnect.

